



MEMBER ADVISORY COUNCIL
In-Person and Virtual Meeting
Meeting NOTES

Date: Thursday, February 23, 2023

Time: 1:00 p.m. - 2:30pm

Location: AmeriHealth Caritas Louisiana New Orleans Community Wellness Center

1) Welcome and Introductions

- a. Pierre Washington, MAC Chair/ACLA Member Engagement Manager, opened the meeting at 1 p.m. with introductions of meeting attendees and ACLA staff.
- b. LDH Navigator Lynell Batiste provided information on how to update contact information, the importance of those on Medicaid updating their information or confirming it is correct. She also directed attendees to their table to get informational flyers.
- c. Kathy with Navigators for Healthy Louisiana – focused on Medicaid Unwind and if members are no longer eligible for Medicaid with the pre-pandemic rules, they can assist with finding affordable plans on the marketplace. She also gave information on assistance with plans on the Marketplace if they no longer qualify for Medicaid.

2) ACLA Housing Program

- a. Gloria Winchester, ACLA Housing Program Manager introduced the ACLA Housing Program with a presentation and how we assist members and advised of our respite housing location on Tulane Ave.

3) Health Equity Presentation

- a. Lori Payne, Market Health Equity Program Director and Wanakee Eames, CLAS Coordinator shared internal and external goals for Health Equity. Lori asked the attendees if they are familiar with the term “health equity.” After she explained health equity, she gave a presentation on ACLA’s health equity plans and goals for 2023.
- b. Lori then asked for feedback on what type of resources they would like to receive, and if everyone is getting access to those resources. Audience had feedback about the number of commercials they see from Humana and don’t see ACLA on tv. Would like to see us more on tv telling them what we are about. ACLA advised audience of our presence on social media and radio and working on the television aspect.

- c. Wanakee Eames then led the group through some questions about how they preferred to receive information from ACLA:
 - i. **Question: How do you want us to communicate with you? Text message or Postcard?**
 - 1. **Answers:** Prefer text message and email as form of communication.
 - 2. Pierre then encouraged attendees to update email information.
 - ii. **Question: Would you rather hear about the importance of well child visits or what to expect at well child visits?**
 - 1. **Answer:** Would rather hear about the importance, once you know about importance you know what to expect.
 - iii. **Question: Would you rather hear about the benefits of prenatal and postpartum care for the mother or benefits of prenatal and postpartum care for the baby?**
 - 1. **Answer:** Both

4) Tobacco Cessation Program

- a. Chrishelle Stipe, Cessation Manager of Tobacco Free Living Program with LPHI provided information on Tobacco Cessation Program and new partnership with ACLA and how to contact them to get started. Chrishelle and Pierre also informed the group that we will be working to provide in-person services at the ACLA Community Wellness and Opportunity Centers. Suonda Smith, ACLA Director of Population Health also informed the participants of how they can become eligible for the services.

5) Entergy Presentation

- a. Paula Brooks, ACLA Director of Marketing and Communications discussed the Entergy Residential Solutions program offered by Entergy in the absence of the representative and printed the flyers provided by Entergy and provided to audience.

6) Upcoming Events in the Region and at Community Wellness Center (5 mins.)

- a. Kimberly Beshears, Coordinator of the ACLA New Orleans Community Wellness and Opportunity Center provided a calendar of events happening in the region and current programming at the Wellness Center.

7) Adjournment

- a. The meeting adjourned at 2:15 pm.